This file con:ains consumer letters received by the National Highway Traffic Safety Administration which complain of the alleged defect that is the subject of this Engineering Analysis. It also contains correspondence between this agency and the manufacturer on the subject. Portions of that correspondence may be withheld where the manufacturer has claimed that they are confidential pursuant to the Freedom of Information Act, 5 U.S.C. § 552(b)(4), which exempts from disclosure confidential commercial and financial information. Additional documents relating to this engineering analysis may exist, but have not been included in this public file.

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CERTIFIED MAIL RETURN RECEIPT REQUESTED

Mr. C. Thomas Terry Manager, Product Investigations General Motors Technical Center 30200 Mound Road Warren, MI 48090-9010 NEF-121rpb EA88-007

Dear Mr. Terry:

This letter is to advise you that Preliminary Evaluation, PE87-056, pertaining to cracking of the lower control arms on certain 30 series vehicles has been upgraded to an Engineering Analysis, EA88-007. and to request additional information.

The original complainant (San Diego Unified School District) recently informed this office of seven additional failures for a total of 16. Additionally, after discussing the matter with the General Motors (GM) complainant, McDonald Douglas, identified in your letter of October 22, 1987, we were told that they had experienced a tutal of six failures. Discussions with some of the sources identified in GM's "Field Reports" and analysis of others identified 13 more failures. The total number of alleged failures is 40, of which 39 apparently involve the left lower control arm, and 38 apparently involve vehicles poweres by the 6.2 diesel engine.

For purposes of this information request, the following terms are defined unless otherwise described:

- o <u>Subject vehicles</u>: all 1984 through 1987 Chevrolet and GMC 30 series trucks.
- o GM: all the personnel and files of General Motors including all field personnel.
- Alleged defect: shall refer to cracking in the ball joint socket in the vicinity of the ball joint socket on the left and/or right lower front control arm(s) of the subject vehicles.

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In order for my staff to evaluate the alleged defect, certain information is required. Pursuant to Sections 108 and 112 of the National Traffic and Motor Vehicle Safety Act (2he Act), please provide numbered responses to the following items. Please repeat each item verbatin before the response. If any information has been provided to this office in response to a previous information request on this matter, that information need not be recubmitted. All other information sust be submitted as requested. The submitted information is to include, but not be limited to, all written reports or documents; transcriptions, notes, or other documentation of oral communications; and information contained on electronic storage media. If you cannot answer any specific question, please state the reason.

- Furnish the number of subject vehicles sold by GM in the U.S. by make, model. model year, and type of engine.
- Furnish the number and copies of all owner reports or consumer complaints received by GM, or of which GM is otherwise ware, pertaining to the alleged defect on the subject vehicles. Furnish all reports or complaints whether or not GM has verified each report.
- 3. Furnish the number and copies of all other reports, complaints, surveys, or investigations from all sources either received or authorized by GM, or of which GM is otherwise aware, pertaining to the alleged defect on the subject vehicles. Furnish all reports whether or not GM has verified each report, including all correspondence, notes, memoranda, and other records pertaining or relating to the performance of the lower control arm assemblies (or components thereof) on the subject vehicles.
- 4. Identify and describe each accident or subrogation claim (including the names, addresses, and telephone numbers of the owner/occupants involved) of which GM is aware on the subject vehicles and which may have occurred due to circumstances, conditions, or problems caused by the alleged defect. Furnish all reports whether or not GM has verified each report.
- 5. Identify all lawsuits, both pending and closed, by title, location and docket number in which GH is or was a defendant (or codefendant) pertaining to as least in part, the control arm assemblies (or components there, on the subject vehicles. Provide a brief synopsis of each case, including GM's analysis of the incident, the identification of the vehicle (model series, model year, and VIN), the date of the incident which was the basis for the lawsuit, the date the lawsuit was filed, and the vehicle owner's name, address, and telephone number. Identify all parties involved in the lawsuit.



- Furnish the number of warranty claims related to the alleged defect on the subject vehicles by model series come, calendar month, problem code, and type of engine from January 1 1984, to date. Each problem claim code must be identified.
- Furnish the number of left and right lower control arm assemblies furnished for replacement on subject vehicle: under any type of Goodwill Policy by model series code, calendar month, problem code, and type of endine from January 1 1984, to date.
- Furnish the number of the following components or assemblies sold for use on the subject vehicles from January 1 1984, to date by model model year application, engine type, component, part number (both service and engineering), supplier (name, address, and model year of application) and calendar month.
 - a. left lower control arm; and
 b. right lower control arm.
- 9. If any of the components identified in item 8 are sold (or have been sold) as part of a kit or package, identify the number of such kits or package soid by part number (both for the kit/package and the components included), vehicle application, and calendar year of sale from January 1 1984, to date.
- 10. Identify and describe all changes or modifications in the design, manufacture, attachment, or composition of the components listed in item 8 which relates to the allaged defect. The description should include, but not be limited to, the following items for each change or modification:
 - a. the reason for the change or modification;
 - b. description of the change or modification:
 - c. the calendar date on which the change or modification was incorporated into production: and
 - describe whether the changed or modified component can be used as a replacement part for unchanged or unmodified components.
- Identify and describe all differences in the design, manufacture, attachment, composition, or capacity of the components listed in item 8, for subject vehicles equipped with a gasoline engine and subject vehicles equipped with a diesel engine.
- 12. Identify and describe all differences in the design, manufacture, attachment, composition, or capacity between the heavy duty front suspension and the regular front suspension on the subject vehicles.

- 14. The San Diego Unified School District reports lower control arms are being furnished by GM for replacement on subject vehicles. Identify and describe all differences in the design, maufacture, attachment, composition, or capacity between the original control arms and the replacement control arms. Furnish engineering specification drawings for both versions of control arms discussed above.
- 15. Furnish the names, addresses, and telephone number of your ten largest purchasers of subject vehicles equipped with a gasoline engine and the ten largest purchasers equipped with a diesel engine and the quantity of vehicles sold to them.
- 16. Furnish a legible copy of the enclosed document, Attachment A, provided in Attachment C of GM's October 22, 1987. information response on this subject.
- 17. Furnish copies of all correspondence between GM and the suppliers of the control arm (and components thereof) pertaining to design, manufacturing, performance, durability, quality, testing, or modification of the control arm on the subject vehicles. If any communications on this subject were oral or were conducted electronically, provide a written transcript or summary of each such communication and include a statement that identifies the participants and the date of the communication. It is not necessary to reconstruct transcripts of oral communication.
- 18. Furnish a copy of all tests and analyses which were or may have been used in developing components involved in the alleged defect and which could relate in any way to this current investigation.
- 19. Identify the parties involved and describe any and all tests and analyses at (1) contractors, (2) suppliers, or (3) other entities pertaining to the alleged defect. Furnish copies of all reports, notes, tables, graphs, or similar documents which were developed for each. Identify when each activity was initiated and concluded or whether it is still ongoing.
- Identify whether GM ever considered alternative control arm assemblies on the subject vehicles. Include in the identification of each alternative component (or method) the following:
 - a. when each alternative component was first proposed:
 b. a description of the alternative component; and

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- c. the disposition of the alternative component (i.e. whether the alternative component was approved, disapproved, or still undergoing evaluation) and the reason(s) for the disposition other than economic reasons
- 21. Furnish GM's opinion of the alleged defect in the subject vehicles.
 Please include an assessment of the following:
 - a. the causal or contributory factors which may result in the alleged defect:
 - b. the failure mode:
 - c. the risk to motor vehicle 'fety created by the alleged defect; and d. any warning of the alleged defect.
- Furnish a copy of all documents not specifically requested which GM believes are relevant or were used in formulating its assessment of the allened defect.
- 23. Furnish any new information of which GM is aware concerning any report, document, or information which may have been previously provided by GM. Also, furnish any additional information of which GM is aware concerning the information provided by the National Highway Traffic Safety Administration (NHTSA) on this matter.

It is important that GM respond to this letter on time. This letter is being sent pursuant to Section 112 of the the Act, which authorizes this agency to conduct any investigation which may be necessary to enforce Title I of the Act. Your failure to respond promptly and fully to this letter may be construed as a violation of Section 108(a:1)(18) of the Act.

Your written response, in triplicate, referencing the identification codes in the upper right hand corner of page I of this letter, must be submitted to this office within 30 working days from your receipt of this letter. If you find that you cannot respond within the allotted time with all the requested information, you must request an extension from the Director, Office of Defects Investigation, no later than 5 working days prior to the due date for your response. A telephone request for an extension may be made to the Director at (202) 366-2850, but it must be confirmed in writing. On-time delivery of partial submissions should be made when circumstances prevent meeting the required delivery schedule.

If any portion of your response is considered confidential information, include all such material in a separate enclosure marked confidential In addition, you must submit a copy of all such confidential material directly to the Chief Counsel of WHITSA and comply with all other requirements of 49 CFR Part 512, Confidential Business Information.

If you have any technical questions concerning this matter. please contact Mr. Richard Boyd of my staff at (202) 366-5194.

Sincerely,

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Michael B. Brownlee, Director Office of Defects Investigation Enforcement

Enclosure: Attachment A

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CERTIFIED MAIL RETURN RECEIPT REQUESTED

Mr. C. Thomas Terry Manager, Product Investigations General Motors Technical Center 30200 Mound Road Warren, MI 48090 ¥EF-121rpb ⇒P88-003 EA88-007

Dear Mr. Terry:

This letter is to transmit the enclosed consumer complaints for your appropriate action. They were received by this office concerning Engineering Analysis EA88-007 and Petition DP88-003. Please maintain the enclosed reports for your file since we will not be providing additional copies in the event of future administrative actions. If additional copies are needed contact the Technical Reference Division (NAD-52), National Highway Traffic Safety Administration.

Sincerely,

Ja Robert F. Hellmuth, Chief Defect Evaluation Division Enforcement

Enclosures

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* LOCATED AT BOTTOM OF WINDSHIELD ON DRIVER'S SID								
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raffic Safety Act and subsequent amendments. You are under no obto respond to this questionnaire. Your response may be used to asset the P

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The information is requested pursuant to authority vested in the National Highway	rect a salety delect. If the N	HTSA proceeds with administrative enforcement
Traffic Safety Act and subsequent amendments. You are under no obligation to respond to the questionnaire. Your response may be used to assist the NHTSA	or Ingalion against a manufi thereof, may be used in supp	scriver, your response, or a statistical summery port of the agency's action.

HS-Form 2508 IRev 7:861

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US Deportment VEHICLE OWNER'S QUESTIONS	REFERENCE NO.	٠ ١	DATE RECEIVED
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	TTY		ATE ZIP CODE
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	WARREN		V# 44484
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	TLEND OH 44410		FUEL INJECTED
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The Privacy Act of 1974 Public Law 93-579

This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnume. Your response may be used to assist the NHTSA. in determining whether a manufacturer should take appropriate action to corect a safety detect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your reaponate, or a statistical summer thereof, may be used in support of the agency's action.

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This information is required pursuant to authority visited in the National Highwa Traffic Safety Act and subsequent amendments. You are under no abligate m determining whether a manufacturer about 6 take appropriate action to our ract a solony delect, If the 1647SA proceeds with administrative efforcement

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Form Approved, D.M.B. No. 2177 com -X DP88-003 FOR AGENCY USE ONLY REFERENCE NO. DATE RECEIVED VEHICLE OWNER'S QUESTIONNAIRE OWNER INFORMATION (TYPE OR PRINT) TELEPHONE NO. (Area Code) Work (372) 451 0181 LAST NAME FIRST, NAME & MIDDLE INITIAL Konnes 6. Home I I STREET ADDRESS CITY STATE ZIP CODE Ausini Źχ 7873/ we ath SIGNATURE OF OWNER of the low Descre Asses Mant VEHICLE INFORMATION VEHICLE IDENTIFICATION NO." VEHICLE MAKE & MODEL MODEL YEAR 1485 1788 1486 K-10 4 NO Surveign - Comescor LOCATED AT BOTTOM OF W MAENT ODOMETER DEALER'S NAME, CITY, & STATE ENGINE SIZE TURKO BLADWG PURCHASED VACIOUS. (CID/CC/L) DIESEL Done ATTACHO NO. CYLINDERS Z-GAS X NEW USED **FUEL INJECTED** POWER TRANSMISSION TYPE CRUISE BODY STYLE **KAUTOMATIC** BRAKES MANUAL CONDITIONED PK UP TRK OTHER SHARE CONTROL XYes X Yes 4 DR 2 DR No X Yes /Yes FAIL TO COMPONENTISI/PARTISI INFORMATION (REPORT TIRE INFORMATION ON BACK) LOCATION FAILED PARTISI COMPONENT PART NAME(S) C ORIGINAL C REPLACEMENT NHTSA PREVIOUSLY NO. OF FAILURES DATE(S) OF FAILURE(S) MANUFACTURER CONTACTED MILEAGEISI AT FAILUREISI CONTACTED VEHICLE SPEED AT FAILUREISI YES " C YES C NO APPLICABLE ACCIDENT INFORMATION NUMBER PERSONS NUMBER OF FATALITIES PROPERTY DAMAGE POLICE REPORT ACCIDENT FIRE FII FD INJURED (Est. E NO □ YES C'YES NO I NARRATIVE DESCRIPTION OF FAILUREIS), ACCIDENTIS), INJURYIES) BYCUS OF STOPPING PRIBLEMS WITH LIGHTHOMOON WAT ALLOS. POTALLAND OF MED BEAKE PEDAL AND OPERALIONAL PROBLEMS STOPPING W A FUNT OF TO VEHICUS MOST OF WHICH'ALE LUBURAN S

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Communications TEMSMISHIN ENC.

- 1. Herina Circoleoles 8805 Noeth IH-35 Austin, Texas 78753
- 2. Bosay Laynan Corestocat, INC 3900 West Beoad Stacer Columaus, Onto 43228
- 3. ROYAL CHEVROLET | OLOS
 HIGHWAY 291 NORTH
 P.O.BOX L
 HARRISONVILLE, MISSOURI 64701
- 4. TAYLOR HOLL MOTORS, INC.
 115 SOUTH ZINC

 DEMING, New Mexico 88030
- 5. CHARLIE GRAAM, INC P.O. BOX 1060 BUJNES, CALIFORNIA 92225
- C. O'LICTUY CHAVEOLET P.O. BOX 12828 TUCSON, ACTONA 85732

Charles Sumanus
Communications Transmission, Exc

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1986	1686476M94F153251	1986	168EK1619GF 138189
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Administration

400 Seventh St., S.W. Washington, D.C. 20580

Official Business Penalty for Private Use \$300

BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO. 73173 WASHINGTON, D.C. POSTAGE WILL BE PALL BY NATL HWY TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation National Highway Traffic Safety Administration Office of Defects Investigations, NEF-10 400 7th Street, SW Washington, DC 20590



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COMPONENT/PART	NAME(S)						LOCATIO			FAILED PART	
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I lwas	traveli ng	down Ca	ctus	Road	. Ph	oeni:	x Ariz	on, at	abo	ut 2/30 P	×
in the after	rnoon when	а 9 уез	r 01	d pox	sudd	enly	turne	i his	bi c	ycle acro	88
my path.	Slammed	the brak		and,	they	la l	ocked a	धार्व हो	1008	is long	\neg
istance, abou	t feet	. I was	sur	e I w	as no	t go	ing ove	er the	B D	ed limit	
ut the office	ers review	ing the	acci	dent	said :	ny si	ki mari	ke ind	licat	LI I WES	
going much [gaster. W	e have p	ickt	ures	of th	e sk	id mar)	ks the	t in	iicate th	at:
e front brak	es locked	almost	immed	lia e	ly and	ski	dded.	Sito	ok th	e/car, to	
e Chevrolet	people the	at have	lear	ol Io	r 1t 1	as T	old th	at th	ey we	re O.K.	-

However, less than 1000 miles later I had to have the brakes completely overhauled at a cost of \$222.00 They continue to work poorly. We recognized early on that they were inadequite and visited the Chevrolet communication and a milest continue to work poorly.

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The Privacy Act of 1974 Public Law 93-579

This information is requiested pursuant to authority vessed in the National Highwey Traffic Safety Act and subsequent amendments. You are under no obligation in determining whether a manufacturer should take appropriate action again nect a select defect. If the NMTSA proceeds with administrative enforcement or integration against a manufacturer, your response, or a statestical summary

Part of	show Return Address (no stamp needed) Festes with tape or sta	ple and mail
	INFORMATION ON TIRE FAILUREISI (IF APPLICABLE)	nhujt,
TIRE IDENTIFICATION NO.*	MANUFACTURER/TIRE NAME	SIZE
	posists of 7 to 10 letters and numerals following the letters	
near the rim flange on the s	ide opposite the whitewall or on either side of a blackw	all tire.
NARRATIVE DESCRIPTION (CONTINUED)		
and were told that	there was nothing wrong. I was for	earful of driving the
r and drove it only	when sI had to carry a agroups of	people etc.
wife drove it a lo	t, since it was her main car. She	now has another car
	t. I plan to sell it and get some	other t pe of
g carfging vehicle.		
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Department		NO POSTAG
Transportation attional Highway	MO 24	- NECESSAR
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ATHERSTRUTION Seventh St., S.W.		= =====================================
shington, D.C. 20680		Decree to the com-
ficial Business nelty for Private Use \$300	BUSINESS REPLY MAIL FIRST CLASS PERMIT NO. 73173 WASHINGTON, D.C.	

POSTAGE WILL BE PAID BY NATI, HWY TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation National Highway Traffic Safety Administration Office of Defects Investigations, NEF-10

400 7th Street, SW Washington, DC 20590

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	DP 8	11-003		Form Appr	oved O.M.S. No. 2127-0008		
FOR AGENCY USE ONLY							
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ect a salety defect. If the NHTSA proceeds with administration of dispation against | manufacturer, your responser, or a statist

Fol	d to show Return Address (no stamp needed) Festen with tape or staple and mell	
TIRE ICHATIFICATION NO.*	INFORMATION ON TIRE FAILUREISI (IF APPLICABLE)	
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00	MONOPACTOREN/TINE NAME	342
The identification numbe near the rim flange on the	r consists of 7 to 10 letters and numerals following the letters DOT. It is side opposite the whitewall or on either side of a blackwall tire.	is usually located
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right wheels at	ine time . I could see that >	was leaded
for the lett	and of a bridge abottment whele the	roal loss
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of Transportation National Highway Traffic Safety Administration	11111	IF MAILED IN THE UNITED STAT
400 Seventh St., S.W. Washington, D.C. 20590		The state of the s
Official Business	BUSINESS REPLY MAIL	- America in
Penalty for Private Use \$300	FIRST CLASS PERMIT NO. 73173 WASHINGTON, D.C.	
	POSTAGE WILL BE PAID BY HATL HWY TRAFFIC SAFETY ADMIN.	

U.S. Department of Transportation National Highway Traffic Safety Administratio Office of Defects Investigations, NEF—11

400 7th Street, SW Washington, DC 20590

and the second of the second o	DYOG	1	FOR A	DENCY USE OF	E.V.	
USDEPORTED VEHICLE OWNER'S QUESTIO	ONNAIRE	REFERENCE NO.		DATE RECEIVED		
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	VEHICLE INF				//	
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3 4 2 2 4 - × NEW USED 34	<u>-</u>		ل		FUEL INJECTED	
TRANSMISSION TYPE MANUAL MAN	POWER STEERING No X Yes		AIR CONDITI	NO 2 OR	WAG VANCT ST	
FAILED COMPONENTISI/PAI			- 17			
COMPONENT PART NAMEISI			LOCATIO	LOCATION FAILED PART(S) Left Right C ORIGINAL Front Reer C REPLACEMENT		
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	SONS NUMBER OF FATALITIES PROPERTY			DAMAGE	POLICE REPORT FILED C YES C NO	
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We do not have backes the first	t Sime the a	zuto in drive	en in the	e day. As		
accomplished, the brakes increa	ese their fu	nction unti	L they a	re finally	; reasoncoly	
satisfactory. In no way do the	zy equal the	quality of	braking	we had on	2 OHR 1979	
Chev, Subunban. Our scalen has	s adjusted t	he proportio	onal valu	ve, and no	zie other	
edjustments and they have helpe	ed; but they	ane still s	norginal	ir ecely	day's operation	
When we finst took delivery, we	e complained	labout the	ro-brake	situation	: but received	
no satisfaction. After an exte						
travel trailer, we learned we h						
ones were not functioning. We	wene advise	d they had r	rot been	set at co	ITINUE ON BACK IF NEEDED	
The Privacy Act of 1974					702	

This information is requested pursuant to authority vested in the Narional Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionname. Your response may be used to easist the NATSA. on determining whether a manufacturer should take appropriate action to Greek a selent product, if the NetTSA proceeds with administrative enforcement or Indigetion agents a manufacturer, your reaconer or a statistical summery simed, may be used in support of the agency's action.

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			leturn Address (no stamp needed) Festen with tape o		
TIRE IDENTIFICATION	ON NO."		FORMATION ON TIRE FAILUREISI IIF APPLICABL	E	
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	•		adjusted them by going in reverse		
			defensive driving to avoid an un		
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Administration

400 Seventh St., S.W. Washington, D.C. 20580

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BUSINESS REPLY MAIL FIRST CLASS PERMIT NO. 73173 WASHINGTON, D.C.

U.S. Department of Transportation National Highway Traffic Safety Xdministration Office of Defects Investigations, NEF-10 400 7th Street, SW Washington, DC 20590

UNITED STATES



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Traffic Safety Admiratration			المراجع ا	2.10			
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		Jack L. Best 21850 Belleview Road	156			Home (i
STREET ADDRESS	,	Sonota, CA 95370 209-532-4267	j ·			STATE	ZIP CODE
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The information of requi	THE DURANT TO SURE		****	rect & sales	y defect. If the Ni	HTSA proceeds	with administrated entercomment opening, or a statement summery

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17000	X NEW USE	D				<u> </u>			" FUEL INJECTED
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The Procey Act of 1974 Public Law 93-579

This information is required pursuant to authority visited in the National Highway Traffic Seleny Act and subsequent amendments. You are under no obligation in determining uniques a manufacturer should take appropriate action to conoct a safety defect. If the INITES proceeds with administrative orientative or biopean agents a manufacturer, your response, or a becaused summa or because on the safety or control of the Assect's Action.

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∟3 ≘4 ≥ 5 (Speed)	□ Yes y			No Wes 3		
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The Privacy Act of 1974 Public Law 93-979

This information is requisited purposed to exchange usual in the National Highway Terffic Selfity Act and subsequent amangments. You are under no obligation in decembering whether a manufacturer should take appropriate action to conact a safety defect. If the SelTSA proceeds with administrative enforcement or beginning agents in manufacturer, your response, are a statestical summary and process or selection of the season's action.

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The Privacy Act of 1974					

Public Law 23-579

This information is requisited pursuant to authority visited in the National Highway Treffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionness. Your response may be used to asset the NeTSA. in determining whether a manufacturer should take appropriate action to co fect a select defect. If the NHTSA proceeds with administrative enforceme or highest appret a manufacturer, your response, or a stateletal summe



ii.

E38 3 20 10 08

January 12, 1988

GM-278A

Mr. Michael B. Brownlee Director Office of Defects Investigation Enforcement National Highway Traffic Safety Administration 400 Seventh Street, S.W. Mashinoton, D.C. 20590

Bear Mr. Brownlee:

NEF-121rpb SA88-G07

This is to document our telephone conversation of January 12, 1500 in which I requested additional time to provide the materials requested relative to the above identified $\frac{1}{2}$

This extension is necessary to complete the record searches and compilation of materials in response to yet request. We anticipate completion and submission of our response the subject inquiry by January 29, 1988

Yery truly yours,

. Inomas Terry
Manager
Product Investigations

Mr. C. Thomas Terry Manager, Product Investigations General Motors Technical Center 30200 Mound Road Warren. MI 48090 NEF-121rfh EA88-007

Dear Mr. Terry:

This respond to your letter dated January 12, 1988, requesting an extension of lime to provide the information requested in our letter of November 19, 1987 pertaining to EAB8-007.

Based on the information you have provided, your request for an extension to January 29, 1985, is granted. Howeve: any available information should be submitted as soon as possible.

Sincerely,

Original clamed by

Michael B. Brownlee, Director Office of Defects Investigation Enforcement

General Motors Corporation

RECEIVED

January 29, 1988

1988 FEB -2 PH 2: 06

GM-278A

DETAIL REFERRE BULLERINGATES

Mr. Michael B. Brownlee Director Office of Defects Investigation Enforcement National Highway Traffic Safety Administration 400 Seventh Street, S.W. Washington, D.C. 20590

Dear Mr. Brownlee:

NEF-121rpb EA88-007

This is in response to your November 19, 1987 letter relative to alleged cracking of the lower control arms on 1984-1987 Chevrolet and GMC 30 series trucks.

Your questions and our corresponding replies are as follows:

 Furnish the number of subject vehicles sold by GM in the U.S. by make, model model year. and type of engine.

Vehicle sales data are provided as Attachment 'A'

Furnish the number and copies of all owner reports or onsumer complaints received by GM, or of which GM is otherwise aware, pertaining to the alleged defect on the subject vehicles. Furnish all reports or complaints whether or not GM has verified each report.

No owner complaints or consumer reports not previously known to NHTSA have been identified in response to this item.

3. Furnish the number and copies of all other reports, complaints, surveys or investigations from all sources either received or authorized by CM, or of which CM is otherwise aware, pertaining to the alleged defect on the subject vehicles. Furnish all reports whether or not GM has verified each report, including all correspondence, notes, memoranda, and other records pertaining or relating to the performance of the lower control arm assemblies (or components thereof) on the subject vehicles.

A total of 25 reports (27 VINs) pertaining to the alleged defect in the subject vehicles have been identified in response to this item. Copies of these reports are provided in Attachment "B". Documents pertaining to surveys or investigations are provided in response to item below (Attachment "M").

Letter to Mr. Michael B. Brownlee January 29, 1988 Page 2

4. Identify and describe each accident or subrogation claim (including the names, addresses, and telephone numbers of the owner/occupants involved) of which GN is aware on the subject vehicles and which may have occurred due to circumstances, conditions, or problems caused by the alleged defect. Furnish all reports whether or not GN has verified each report.

The first 3 reports in Attachment "B' contain allegations of collision accidents. The information requested, to the extent available, is included in the reports.

5. Identify all lawsuits, both pending and closed, by title, location and docket number in which EM is or was a defendant (or codefendant) pertaining to, at least in part, the control arm assemblies (or components thereof) on the subject vehicles. Provide a brief synopsis of each case, including EM's analysis of the incident, the identification of the vehicle (model series, model year, and VIN) the date of the incident which was the basis for the lawsuit, the date the lawsuit was filed, and the vehicle owner's name, address, and telephone number. Identify all parties involved in the lawsuit.

No product liability lawsuits have been identified in response to this item.

Furnish the number of warranty claims related to the alleged defect on the subject vehicles by model series code, calendar month, problem code, and type of engine from January 1, 1984, to date. Each problem claim code must be identified.

Warranty claims cannot be identified on the basis of a phenomenon or a failure or malfunction in a complex assembly or system. Warranty record searches require identification of specific labor operations and appropriately selected trouble codes. Furthermore, the warranty records you have requested do not contain sufficient information to establish the condition of the part in question at the time of the warranty correction.

In an attempt to satisfy your request, a listing of warranty data representing claims which may have been filed as a result of replacement of front lower control arm assemblies is provided in Attachment "C". This data was obtained from warranty records which include all trouble codes associated with the following labor operations.

Labor
Operation

Description

E3530	Arm Assembly.	Front Control L	ower	Right, Replace
E3531	Arm Assembly,	Front Control L		Left, Replace
E3537	Arm Assembly,	Front Control L	ower -	Both, Replace



Letter to Mr. Michael B. Brownlee January 29, 1988 Page 3

 Furnish the number of left and right lower control arm assemblies furnished for replacement on subject vehicles under any type of Goodwill Policy by model series code, calendar month, problem code, and type of engine from January 1, 1984, to date.

General Motors has not established any "Goodwill Policy pertaining to lower control arms on the subject vehicles beyond the normal warranty coverage. Warranty claims beyond the time/mileage normal warranty coverage are hand: "an an individual basis both by dealers and General Motors carice personnel Attachment "Cl" contains a listing of warranty claims beyond the time/mileage limits of normal warranty. These claims are a subset of the warranty tlaims provided in Attachment "C". These records do not contain sufficient information to establish the condition of the part in question at the time of correction, for do they indicate the reason for honoring the claim beyond the normal warranty coverage.

In addition, General Motors as provided 13 left control arms and 13 right control arms to the San Diego Unified School District for replacement of lower control arms on their vehicles.

- 8. Furnish the number of the following components or assemblies sold for use on the subject vehicles from January 1, 1984, to date by model model year application, engine type, component, part number (both service and engineering), supplier zome, address, and model year of application) and calendar month:
 - . left lower control arm; and right lower control arm.

Replacement part sales data are provided in Attachment "D"

Part sales records, which represent sales to dealers, do not contain information which would permit identification of component usage by vehicle model or engine. Furthermore, is is not possible from these records to determine the number of parts which have been installed in vehicles or the number remaining in dealer inventories.

9. If any of the components identified in item 8 are sold (or have been sold) as part of a kit or package, identify the number of such kits or packages sold by part number (both for the kit/package and the components included) vehicle application, and calendar year of sale from January 1, 1984, to date.

The lower control arm assemblies are not sold as part of a kit or package.



Letter to Mr. ichael B. Brownlee January 29, 1988 Page 4

- 10. Identify and describe all changes or modifications in the design, manufacture, attachment, or composition of the components listed in item 8 which relates to the alleged defect. The description should include, but not be limited to, the following items for each change or modification:
 - the reason for the change or modification;
 - description of the change or modification; the calendar date on which the change or modification
 - was incorporated into production; and
 - describe whether the changed or modified component can be used as a replacement part for unchanged or unmodified components.

Information pertaining to a change in manufacturing of the left lower control arm assembly stamping was provided in our October 22, 1987 response to PE87-056. No additional changes have been identified in response to this item.

11. Identify and describe all differences in the design, manufacture, attachment, composition, or capacity of the components listed in item 8, for subject vehicles equipped with a gasoline engine and subject vehicles equipped with a diesel engine.

There are no differences in the design, manufacture, attachment, composition or capacity of the lower control arms of the subject vehicles equipped with gasoline or diesel engines.

12. Identify and describe all differences in the design, manufacture, attachment, composition, or capacity between the heavy duty front suspension and the regular front suspension on the subject vehicles.

Differences between standard front suspensions and heavy duty front suspensions are as follows:

1984-87 C30 and 1987 R30 Models

Standard Front Suspension Capacity 3,800 lbs. Heavy Duty (F42) Syspension Capacity 4,000 lbs.

Differences:

- Reinforced front suspension crossmember Larger frame reinforcements with one
- additional attachment to the frame (per side) Reinforced lower control arm areas
- 41 Forced control arm shafts
 - Stiffer coil springs
- 5) 6) "Elpo" paint corrosion protection on coil springs
 - 7) Air springs inside coil springs

Letter to Mr. Michael B. Brownlee January 29, 1988 Page 5

1984-1987 G30 Models

Standard Front

Suspension Capacity 3,400 lbs. (1,700 lb. springs)

3,900 lbs. (1,950 lb. springs, F60) Heavy Duty (F42)

Suspension Capacity 3,900 lbs. (10,500 lb. GVWR H.D. Chassis)

Differences: 1) Reinforced front suspension crossmember

2) Reinforced lower control arm areas

3) Forged control arm shafts

Air springs inside coil springs

1984-1987 P30 Models

Standard Front Suspension Capacity
Forward Control Chassis (42)
Motor Home Chassis (32)
4,000 lbs.
4,300 lbs.

Heavy Duty Suspension Capacity
Motor Home Chassis (F66) 5.000 lbs.

Differences: 1) Reinforced front suspension crossmember

Reinforced upper control arm
 Reinforced lower control arm areas

NOTE: Base and reinforced (Heavy Duty) lower control arms for all 30 series models are identical in the ball joint attachment area.

 Identify and describe all differences in the front suspension between subject vehicles equipped with the diesel engine and subject vehicles equipped with the gasoline engine.

There are no differences in the front suspensions of subject vehicles equipped with diesel or gasoline engines when equipped for the same weight ratings.

14. The San Diego Unified School District reports lower control arms are being furnished by GM for replacement on subject vehicles. Identify and describe all differences in the design, manufacture, attachment, composition, or capacity between the original control arms and the replacement control arms. Furnish engineering specification drawings for both versions of control arms discussed above.